

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Hollinger et al. Examiner: Lin, Wen Tai
Serial No.: 09/896,471 Group Art Unit: 2154
Filed: June 29, 2001 Docket No.: 60027.0004US01/00318
Title: AUTOMATED REAL-TIME APPOINTMENT CONTROL

AMENDMENT

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, Virginia 22313-1450

Dear Sir:

The present communication is in response to the Office Action mailed on December 7, 2007. Please enter the following amendments to the claims and consider the following remarks addressing all points raised by the Office Action as follows:

Amendments to the Claims begin on page 2 of this paper.

Remarks begin on page 8 of this paper.